

FoodBev SETA

Quarterly Report: Quarter 2 (2025/2026)

Period: 1 July 2025
to
30 September 2025

Contents

1	INTRODUCTION	3
2	INFORMATION TECHNOLOGY	3
2.1	Backup Status.....	3
2.2	Security Breach.....	3
2.3	Updates and Upgrades to BC.....	3
2.4	Annual IT Training Plan.....	3
2.5	IT Meetings Held.....	3
2.6	Disaster Recovery	4
3	ACHIEVEMENTS QUARTER 2	4
4	CHALLENGES QUARTER 2	4
5	PLANNING QUARTER 3	4
5.1	Change Requests Status.....	5
6	RISKS.....	5
7	ANNEXURE A: LOGGED AND CLOSED CALLS.....	6
7.1	Items Logged and Closed – July 2025 - SIMS.....	6
7.2	Detailed User Report – July 2025 - BC.....	9
7.3	Items Logged and Closed – August 2025 – SIMS.....	10
7.4	Detailed User Report – August 2025 - BC.....	16
7.5	Items Logged and Closed – September 2025 - SIMS.....	18
7.6	Detailed User Report – September 2025 - BC.....	23
7.7	Helpdesk Summary - SIMS.....	25
7.8	Logit Summary - BC	25

1 Introduction

The report provides the FoodBev SETA Management with a high-level overview of the services SoluGrowth delivered to FoodBev SETA for Quarter 2 of 2025/2026 period.

2 Information Technology

2.1 Backup Status

Daily and weekly backups of hosted systems were performed successfully.

Backups performed for the period under review 1 July 2025 – 30 September 2025 were successful. No problems were experienced and therefore no additional actions were needed.

2.2 Security Breach

No security breaches were reported for the period under review.

2.3 Updates and Upgrades to BC

Update on Business Central	Date of Update
ProdUAT2 has been updated to version 26.0 successfully	Tue 2025/09/30 14:29
ProdUAT2 has been updated to version 26.5 successfully	Tue 2025/09/30 14:41

2.4 Annual IT Training Plan

Date	Training Description	Division
30/09/2025	FBS SETMIS Training	SoluGrowth and FoodBev

2.5 IT Meetings Held

Date	Description	Division
03/07/2025	RE: APP DASHBOARD – DEVELOPMENT EFFORT	SoluGrowth and FoodBev
22/07/2025	FBS UAT - PROOF OF REGISTRATION AND COMPLETION UAT	SoluGrowth and FoodBev
30/07/2025	FBS Feedback - Proof of Registration Letters	SoluGrowth and FoodBev
31/07/2025	FBS - GRANT CLAIMS CHANGES AND DG CHANGES	SoluGrowth and FoodBev
18/08/2025	System changes discussion	SoluGrowth and FoodBev
19/08/2025	Solugrowth System Report Discussion	SoluGrowth and FoodBev
21/08/2025	ICT Steering Committee - Q1	SoluGrowth and FoodBev

Date	Description	Division
26/08/2025	ONSITE - FBS CHANGES ON LEARNING PROGRAMMES	SoluGrowth and FoodBev
27/08/2025	AUTOMATION OF LEARNER DOCUMENT CHECKING	SoluGrowth and FoodBev
04/09/2025	FBS ONSITE MEETING: UAT - Proof of Registration and Completion Letters	SoluGrowth and FoodBev
05/09/2025	Grant Related Queries	SoluGrowth and FoodBev
08/09/2025	Grant Related Queries	SoluGrowth and FoodBev
10/09/2025	APP DASHBOARD AND CUSTOM REPORT	SoluGrowth and FoodBev
12/09/2025	FBS APP DASHBOARD REVIEW SESSION 2	SoluGrowth and FoodBev
25/09/2025	BS FAT - PROOF OF REGISTRATION AND COMPLETION LETTERS	SoluGrowth and FoodBev
26/09/2025	SIMS Data Discrepancies Discussion	SoluGrowth and FoodBev
30/09/2025	FBS SETMIS Training	SoluGrowth and FoodBev

2.6 Disaster Recovery

DR Simulation took place on 15 March 2025, and simulation was successful. DR packs was shared with FoodBev SETA on 28 March 2025.

3 Achievements Quarter 2

The achievements for Quarter 2 are captured in the table below.

#	Item	Area	Description
1.	SETMIS	Legislative Reporting	Q2 submitted successfully
2.	NLRD	Legislative Reporting	NLRD Completed

4 Challenges Quarter 2

#	Item	Area	Description
1.	App Dashboard	Development	Sign off not received

5 Planning Quarter 3

The following is planned for Quarter 3 (2025/2026)

#	Item	Area	Description
1.	SETMIS	Legislative Reporting	Continuous testing for Q3 to be submitted by January 2026
2.	ID Validation	All	Price increase for ID Validations to be considered by FBS
3.	APP Dashboard	APP Dashboard	Finalizing the Specification & getting sign-off
4.	Project Module	PM	Finalizing the Specification & getting sign-off

5.1 Change Requests Status

#	Area	Specification	Status
1.	QA	Automation of APP Dashboard	Additional changes added to the specification. Sent for review.
2.	QA	Project Module	Additional JAD Sessions in progress
3.	QA	Commitment Register	Not yet started – dependent on the completions of Items &2.
4.	QA	Changes on Grant Module	FAT in progress

6 Risks

APP Dashboard changes to scope and specification not yet signed off.

7 Annexure A: Logged and Closed Calls

FoodBev SETA logged **363** SIMS support calls, and **23** BC support calls for the period under review.

Below is a summary of the calls for the period.

7.1 Items Logged and Closed – July 2025 - SIMS

Reference Number	Logged By	Date Created	Date Complete	Title	Status	Module	Turn Around Time
FOODBEVSETA/R/003087	Julia Ratopola	2025/07/01	2025/07/03	KWV 1 Employed learner 2021 L280786635	Complete	Learnership Module	2
FOODBEVSETA/R/003088	Julia Ratopola	2025/07/01	2025/07/08	Denny Mushroom 3 Employed learners L460792841	Complete	Learnership Module	7
FOODBEVSETA/R/003089	Julia Ratopola	2025/07/01	2025/07/08	MANAGEMENT SERVICES 1 Employed learner L570722530	Complete	Learnership Module	7
FOODBEVSETA/R/003090	Thabang Madihlaba	2025/07/01	2025/07/08	Challenging in Printing assessor and moderator Let	Complete	QA Module	7
FOODBEVSETA/R/003091	Tshepi Ledwaba	2025/07/01	2025/07/11	FBS Audit trail on Learner de-association from gr	Complete	QA Module	10
FOODBEVSETA/R/003092	Boitshoko Shashape	2025/07/01	2025/07/08	Change completion dates	Complete	Technical	7
FOODBEVSETA/R/003093	Tshilidzi Mudau	2025/07/01	2025/07/11	Technical Issue	Complete	Website	10
FOODBEVSETA/R/003094	Tshilidzi Mudau	2025/07/01	2025/07/01	Technical Issue	Complete	Website	0
FOODBEVSETA/R/003095	Tshilidzi Mudau	2025/07/01	2025/07/01	Technical Issue	Complete	Website	0
FOODBEVSETA/R/003096	Nyeleti Mashaba	2025/07/02	2025/07/07	Twizza - Learnership Employed - Industry Funded	Complete	QA Module	5
FOODBEVSETA/R/003097	Nyeleti Mashaba	2025/07/02	2025/07/07	Simba - Skills Programme Employed - Industry Funde	Complete	QA Module	5
FOODBEVSETA/R/003098	Collin Mshayisa	2025/07/02	2025/07/10	Claim reversal	Complete	Learnership Module	8
FOODBEVSETA/R/003099	Thabang Madihlaba	2025/07/03	2025/07/08	Change learner status to Registered	Complete	QA Module	5
FOODBEVSETA/R/003100	Collin Mshayisa	2025/07/03	2025/07/08	Registration backdate	Complete	HR Module	5
FOODBEVSETA/R/003101	Mashoro Malapela	2025/07/04	2025/07/07	Learner Status	Complete	Learnership Module	3
FOODBEVSETA/R/003102	Tshepi Ledwaba	2025/07/07	2025/07/11	FBS SETMIS - Block Provider	Complete	QA Module	4

Reference Number	Logged By	Date Created	Date Complete	Title	Status	Module	Turn Around Time
FOODBEVSETA/R/003103	Mashoro Malapela	2025/07/07	2025/07/29	Request to associate learners	Complete	Learnership Module	22
FOODBEVSETA/R/003104	Boitshoko Shashape	2025/07/07	2025/07/08	Not able to create Claims and down load batched	Complete	Technical	1
FOODBEVSETA/R/003105	Tshepi Ledwaba	2025/07/07	2025/07/08	FBS - Approve Grants	Complete	QA Module	1
FOODBEVSETA/R/003106	Tshepi Ledwaba	2025/07/07	2025/07/07	FBS - Unable to execute reports	Complete	Online Modules	0
FOODBEVSETA/R/003107	Mandy Lirumo	2025/07/08	2025/07/24	Claim generation	Complete	Learnership Module	16
FOODBEVSETA/R/003108	Emmanuel Mafolo	2025/07/08	2025/07/09	SIMS Access Removal	Complete	Skills Module	1
FOODBEVSETA/R/003109	Thabang Madihlaba	2025/07/09	2025/07/21	Link attached learners to SP 09SP001364 - Baking b	Complete	QA Module	12
FOODBEVSETA/R/003110	Busisiwe Ngatsane	2025/07/09	2025/07/11	WSP LIST REPORT	Complete	Skills Module	2
FOODBEVSETA/R/003112	Llewlin Van Zyl	2025/07/09	2025/07/09	Provider Access	Complete	QA Module	0
FOODBEVSETA/R/003113	Mashoro Malapela	2025/07/10	2025/07/11	Claim reversal	Complete	Learnership Module	1
FOODBEVSETA/R/003114	Collin Mshayisa	2025/07/10	2025/07/10	Claim reversal	Complete	HR Module	0
FOODBEVSETA/R/003115	Mashoro Malapela	2025/07/11	2025/07/16	Grant Association	Complete	Learnership Module	5
FOODBEVSETA/R/003116	Gcobani Gqangeni	2025/07/11	2025/07/11	Request for the learner status to e reversed to Re	Complete	Skills Module	0
FOODBEVSETA/R/003117	Thabang Madihlaba	2025/07/11	2025/07/21	Link attached learners to Meat Markets: Cutting –	Complete	QA Module	10
FOODBEVSETA/R/003118	Nosibusiso Mbatha	2025/07/11	2025/07/15	SETMIS RELATED	Complete	Technical	4
FOODBEVSETA/R/003119	Collin Mshayisa	2025/07/11	2025/07/14	Qualification registration	Complete	Learnership Module	3
FOODBEVSETA/R/003120	Mashoro Malapela	2025/07/15	2025/07/16	Audit Trail	Complete	Learnership Module	1
FOODBEVSETA/R/003121	Tshepi Ledwaba	2025/07/15	2025/07/24	FBS NLRD	Complete	QA Module	9
FOODBEVSETA/R/003123	Thabang Madihlaba	2025/07/16	2025/07/16	Change learner status to Registered	Complete	QA Module	0
FOODBEVSETA/R/003124	Llewlin Van Zyl	2025/07/16	2025/07/17	Provider Access	Complete	QA Module	1

Reference Number	Logged By	Date Created	Date Complete	Title	Status	Module	Turn Around Time
FOODBEVSETA/R/003125	Mashoro Malapela	2025/07/16	2025/07/17	Remove learners	Complete	Learnership Module	1
FOODBEVSETA/R/003126	Nonjabulo Sikhosana	2025/07/17	2025/07/24	To link learners into correct learnership code	Complete	Learnership Module	7
FOODBEVSETA/R/003127	Nyeleti Mashaba	2025/07/17	2025/07/22	Various Learnership Unemployed - Industry Funded 2	Complete	QA Module	5
FOODBEVSETA/R/003128	Tshepi Ledwaba	2025/07/17	2025/07/17	FBS - DATA EXTRACTION	Complete	Online Modules	0
FOODBEVSETA/R/003130	Llewlin Van Zyl	2025/07/18	2025/07/18	Provider & Employer Access	Complete	QA Module	0
FOODBEVSETA/R/003131	Llewlin Van Zyl	2025/07/18	2025/07/18	Provider & Employer Access	Complete	QA Module	0
FOODBEVSETA/R/003132	Nyeleti Mashaba	2025/07/18	2025/07/22	SAB - Learnership Unemployed - Industry Funded	Complete	QA Module	4
FOODBEVSETA/R/003133	Llewlin Van Zyl	2025/07/18	2025/07/22	Provider and Employer Access	Complete	QA Module	4
FOODBEVSETA/R/003134	Collin Mshayisa	2025/07/22	2025/07/22	Requesting learner disassociation	Complete	Learnership Module	0
FOODBEVSETA/R/003135	Llewlin Van Zyl	2025/07/22	2025/07/29	Provider and Employer Access	Complete	QA Module	7
FOODBEVSETA/R/003136	Llewlin Van Zyl	2025/07/22	2025/07/23	Provider and Employer Access	Complete	QA Module	1
FOODBEVSETA/R/003137	Llewlin Van Zyl	2025/07/22	2025/07/22	SP Number correction	Complete	QA Module	0
FOODBEVSETA/R/003138	Japhtha Selwene	2025/07/22	2025/07/24	FAWU	Complete	QA Module	2
FOODBEVSETA/R/003139	Llewlin Van Zyl	2025/07/22	2025/07/23	Provider and Employer Access	Complete	QA Module	1
FOODBEVSETA/R/003140	Tshepi Ledwaba	2025/07/22	2025/07/24	FBS - NLRD Files	Complete	QA Module	2
FOODBEVSETA/R/003141	Llewlin Van Zyl	2025/07/23	2025/07/23	Provider and Employer Access	Complete	QA Module	0
FOODBEVSETA/R/003142	Nomusa Maphanga	2025/07/23	2025/07/29	Project Numbers	Complete	Project Module	6
FOODBEVSETA/R/003143	Llewlin Van Zyl	2025/07/23	2025/07/24	Provider and Employer access	Complete	QA Module	1
FOODBEVSETA/R/003144	Boitshoko Shashape	2025/07/24	2025/07/24	change status to Pending	Complete	Technical	0
FOODBEVSETA/R/003145	Busisiwe Ngatsane	2025/07/24	2025/07/24	Grant Set up removal	Complete	QA Module	0
FOODBEVSETA/R/003146	Busisiwe Ngatsane	2025/07/24	2025/07/24	Grant Set up removal	Complete	QA Module	0
FOODBEVSETA/R/003147	Busisiwe Ngatsane	2025/07/24	2025/07/24	Grant Set up removal	Complete	QA Module	0
FOODBEVSETA/R/003148	Busisiwe Ngatsane	2025/07/24	2025/07/24	Grant Set up removal	Complete	QA Module	0
FOODBEVSETA/R/003149	Llewlin Van Zyl	2025/07/24	2025/07/24	Provider and employer access	Complete	QA Module	0
FOODBEVSETA/R/003150	Llewlin Van Zyl	2025/07/24	2025/08/01	Provider Access	Complete	QA Module	8

Reference Number	Logged By	Date Created	Date Complete	Title	Status	Module	Turn Around Time
FOODBEVSETA/R/003151	Tshepi Ledwaba	2025/07/24	2025/07/29	FBS NLRD Files	Complete	Online Modules	5
FOODBEVSETA/R/003152	Thabiso Sekabate	2025/07/28	2025/08/01	Oude Muelle Learners Business Admin	Complete	Learnership Module	4
FOODBEVSETA/R/003154	Thabiso Sekabate	2025/07/28	2025/07/29	ABI KLM 2024 Business Admin Logit	Complete	Learnership Module	1
FOODBEVSETA/R/003155	Thabiso Sekabate	2025/07/28	2025/07/29	ABI KLM 2024 Business Admin Logit	Complete	Learnership Module	1
FOODBEVSETA/R/003156	Tshepi Ledwaba	2025/07/28	2025/07/29	FBS ID Validation Report	Complete	Online Modules	1
FOODBEVSETA/R/003157	Llewlin Van Zyl	2025/07/29	2025/08/01	Provider and Employer Access	Complete	QA Module	3
FOODBEVSETA/R/003159	Llewlin Van Zyl	2025/07/29	2025/08/01	Provider and Employer access	Complete	QA Module	3
FOODBEVSETA/R/003161	Llewlin Van Zyl	2025/07/30	2025/08/01	Provider and Employer Access	Complete	QA Module	2
FOODBEVSETA/R/003162	Nonhlanhla Nhlabathi	2025/07/31	2025/07/31	FOODBEV: CORRECT WORDING	Complete	Technical	0

7.2 Detailed User Report – July 2025 - BC

Issue ID	Logged By	Date Logged	Date Closed	Title	Description	Status	Turn Around Time
131958	Retshepile Ledwaba	23/07/2025	23/07/2025	Add new user	Dear Ina, please find attached access form and kindly grant her access	Closed	0
131959	Retshepile Ledwaba	23/07/2025	23/07/2025	Disable User	Dear Ina, Siphелеle's license was recently assigned to the new user Mokgadi BC/131958, may you please disable his account so that he does not appear as enabled on the Active user report	Closed	0

Issue ID	Logged By	Date Logged	Date Closed	Title	Description	Status	Turn Around Time
131960	Retshepile Ledwaba	23/07/2025	31/07/2025	Add new users	Dear Ina, please find attached access form and kindly grant him access, not sure if he's been allocated a license yet though, please check	Closed	8
131961	Mokgadi Moloto	30/07/2025	31/07/2025	Approval ID	there are currently no approvers listed under my workflow. Kindly refer to the attached screenshot for reference.	Closed	1

7.3 Items Logged and Closed – August 2025 – SIMS

Logged By	Date Created	Title	Status	Module	Date Complete	Turn Around Time
Llewlin Van Zyl	2025/08/01	Provider Access	Complete	QA Module	2025/08/01	0
Boitshoko Shashape	2025/08/01	Bulk Associate	Complete	Technical	2025/08/14	13
Boitshoko Shashape	2025/08/01	Bulk Associate	Complete	Technical	2025/08/05	4
Tshepi Ledwaba	2025/08/05	FBS NLRD	Complete	Online Modules	2025/08/05	0
Ntokozo Shezi	2025/08/05	PRINTING ERROR	Complete	Skills Module	2025/08/14	9
Llewlin Van Zyl	2025/08/05	Provider and Employer Access	Complete	QA Module	2025/08/05	0
Llewlin Van Zyl	2025/08/05	provider and employer access	Complete	QA Module	2025/08/05	0
Tshepi Ledwaba	2025/08/05	FBS - Generate claim	Complete	QA Module	2025/08/11	6
Japhta Selwene	2025/08/05	Request for Registration Verification	Complete	QA Module	2025/08/14	9
Kamogelo Chiloane	2025/08/05	Request to Change Learner Sponsorship from SETA Fu	Complete	Skills Module	2025/08/06	1
Kamogelo Chiloane	2025/08/05	Request to Change Learner Sponsorship from SETA Fu	Complete	Skills Module	2025/08/06	1
Kamogelo Chiloane	2025/08/05	Request to Change Learner Sponsorship from SETA Fu	Complete	Skills Module	2025/08/06	1
Kamogelo Chiloane	2025/08/05	Request to Change Learner Sponsorship from SETA Fu	Complete	Skills Module	2025/08/06	1
Kamogelo Chiloane	2025/08/05	Request to Change Learner Sponsorship from SETA Fu	Complete	Skills Module	2025/08/06	1

Logged By	Date Created	Title	Status	Module	Date Complete	Turn Around Time
Kamogelo Chiloane	2025/08/05	Request to Change Learner Sponsorship from SETA Fu	Complete	Skills Module	2025/08/06	1
Kamogelo Chiloane	2025/08/05	Request to Change Learner Sponsorship from SETA Fu	Complete	Skills Module	2025/08/06	1
Tshepi Ledwaba	2025/08/05	FBS Q2 2025 SETMIS FILES	Complete	Online Modules	2025/08/06	1
Boitshoko Shashape	2025/08/06	Bulk Associate	Complete	Technical	2025/08/14	8
Mondi Makhubu	2025/08/06	Add user on SIMS	Complete	Skills Module	2025/08/06	0
Samuel Manamela	2025/08/06	Unable to pull Artisan learner report from SIMS	Complete	Technical	2025/08/14	8
Samuel Manamela	2025/08/06	Unable to pull Artisan learner report from SIMS	Complete	Technical	2025/08/06	0
Samuel Manamela	2025/08/06	Unable to pull Artisan learner report from SIMS	Complete	Technical	2025/08/06	0
Kamogelo Chiloane	2025/08/06	Request to Change Learner Sponsorship from SETA Fu	Complete	Learnership Module	2025/08/06	0
Kamogelo Chiloane	2025/08/06	Request to Change Learner Sponsorship from SETA Fu	Complete	Skills Module	2025/08/06	0
Kamogelo Chiloane	2025/08/06	Request to Change Learner Sponsorship from SETA Fu	Complete	Skills Module	2025/08/06	0
Llewlin Van Zyl	2025/08/06	Provider and Employer access	Complete	QA Module	2025/08/06	0
Llewlin Van Zyl	2025/08/06	Provider and Employer Access	Complete	QA Module	2025/08/06	0
Llewlin Van Zyl	2025/08/07	Provider and Employer Access	Complete	QA Module	2025/08/12	5
Llewlin Van Zyl	2025/08/07	Provider and Employer Access	Complete	QA Module	2025/08/12	5
Llewlin Van Zyl	2025/08/07	Provider and Employer Access	Complete	QA Module	2025/08/14	7
Thabiso Sekabate	2025/08/07	Gansbaai Marine Learner	Complete	Learnership Module	2025/08/14	7
Thabiso Sekabate	2025/08/07	Gansbaai Marine Learner	Complete	Learnership Module	2025/08/14	7
Thabiso Sekabate	2025/08/07	Gansbaai Marine Learner	Complete	Learnership Module	2025/08/14	7
Nosibusiso Mbatha	2025/08/07	SETMIS RELATED	Complete	Technical	2025/08/14	7
Tshepi Ledwaba	2025/08/07	FBS NLRD Rollbacks	Complete	Online Modules	2025/08/08	1
Llewlin Van Zyl	2025/08/08	Provider and Employer Access	Complete	QA Module	2025/08/14	6

Logged By	Date Created	Title	Status	Module	Date Complete	Turn Around Time
Thabiso Sekabate	2025/08/08	GMP Skills Programme Block from SETMIS	Complete	Skills Module	2025/08/14	6
Thabiso Sekabate	2025/08/08	GMP Skills Programme Block from SETMIS	Complete	Skills Module	2025/08/14	6
Thabiso Sekabate	2025/08/08	GMP Skills Programme Block from SETMIS	Complete	Skills Module	2025/08/14	6
Thabiso Sekabate	2025/08/08	SETMIS Skills Programme Block Learners	Complete	Skills Module	2025/08/14	6
Thabiso Sekabate	2025/08/08	SETMIS Skills Programme Block Learners	Complete	Skills Module	2025/08/14	6
Thabiso Sekabate	2025/08/08	Kelpack Logit Learnership	Complete	Learnership Module	2025/08/11	3
Thabiso Sekabate	2025/08/08	Kelpack Logit Learnership	Complete	Learnership Module	2025/08/11	3
Boitshoko Shashape	2025/08/11	Bulk Associate	Complete	Technical	2025/08/21	10
Emmanuel Mafolo	2025/08/12	User Accounts	Complete	Website	2025/08/12	0
Collin Mshayisa	2025/08/12	Claim reversal	Complete	Learnership Module	2025/08/18	6
Llewllin Van Zyl	2025/08/12	This Log is for Ina Botha, WRT records on BC (Mode	Complete	QA Module	2025/08/12	0
Collin Mshayisa	2025/08/12	Claim reversal	Complete	Learnership Module	2025/08/12	0
Llewllin Van Zyl	2025/08/12	Employer and Provider Access	Complete	QA Module	2025/08/14	2
Llewllin Van Zyl	2025/08/12	Provider and Employer Access	Complete	QA Module	2025/08/14	2
Collin Mshayisa	2025/08/12	Claim reversal	Complete	Learnership Module	2025/08/14	2
Nyeleti Mashaba	2025/08/12	Coca-Cola - Learnership Unemployed - Industry Fund	Complete	QA Module	2025/08/14	2
Mashoro Malapela	2025/08/12	Reinstate claim	Complete	Learnership Module	2025/08/14	2
Zanele Sibanyoni	2025/08/12	Association of learners from previous financial ye	Complete	QA Module	2025/08/21	9
Nyeleti Mashaba	2025/08/12	Beck Family Estates - Learnership Unemployed - Ind	Complete	QA Module	2025/08/14	2
Nyeleti Mashaba	2025/08/12	Bitek Industries - Learnership Unemployed - Indust	Complete	QA Module	2025/08/26	14
Nyeleti Mashaba	2025/08/12	Dairy Group SA - Coega Dairy	Complete	QA Module	2025/08/14	2
Nyeleti Mashaba	2025/08/12	Dairy Group - Learnership Employed - Industry Fund	Complete	QA Module	2025/08/14	2

Logged By	Date Created	Title	Status	Module	Date Complete	Turn Around Time
Nomusa Maphanga	2025/08/13	Project Numbers	Complete	QA Module	2025/08/15	2
Julia Ratopola	2025/08/13	Learnership change of qualification	Complete	Learnership Module	2025/08/21	8
Nyeleti Mashaba	2025/08/13	Deli Spices - Learnership Employed - Industry Fund	Complete	QA Module	2025/08/14	1
Nyeleti Mashaba	2025/08/13	Origin Wine - Learnership Unemployed - Industry Fu	Complete	QA Module	2025/08/14	1
Nyeleti Mashaba	2025/08/13	Pernod Ricard SA - Learnership Unemployed - Indust	Complete	QA Module	2025/08/14	1
Nyeleti Mashaba	2025/08/13	Wellcome Wines - Learnership Unemployed - Industry	Complete	QA Module	2025/08/14	1
Nyeleti Mashaba	2025/08/13	In2Food Bonaero - Learnership Employed & Unemploye	Complete	QA Module	2025/08/14	1
Llewlin Van Zyl	2025/08/13	Change Report Columb Headings	Complete	QA Module	2025/08/14	1
Zanele Sibanyoni	2025/08/13	Learner bulk association	Complete	QA Module	2025/08/18	5
Gcobani Gqangeni	2025/08/14	Request to terminate Jhb Pastry School learners	Complete	Skills Module	2025/08/21	7
Winile Makamo	2025/08/14	Change learners status from Achieved to Enrolled	Complete	Skills Module	2025/08/14	0
Winile Makamo	2025/08/14	Change learners status from Achieved to Enrolled	Complete	Skills Module	2025/08/14	0
Winile Makamo	2025/08/14	Change learners status from Achieved to Enrolled	Complete	Skills Module	2025/08/14	0
Mashoro Malapela	2025/08/14	Claim and Batch reversal	Complete	Learnership Module	2025/08/18	4
Zanele Sibanyoni	2025/08/14	Adding new status for all learning programme	Complete	QA Module	2025/08/21	7
Nyeleti Mashaba	2025/08/14	Coca-Cola & Appletiser - Learnership Unemployed -	Complete	QA Module	2025/08/18	4
Collin Mshayisa	2025/08/15	Learners not pulling through for registration	Complete	Learnership Module	2025/08/21	6
Nyeleti Mashaba	2025/08/15	Cavalier Foods - Learnership Employed & Unemployed	Complete	QA Module	2025/08/18	3

Logged By	Date Created	Title	Status	Module	Date Complete	Turn Around Time
Thabiso Sekabate	2025/08/15	SAB 2 Learners Change Request	Complete	Learnership Module	2025/08/15	0
Thabiso Sekabate	2025/08/15	SAB 2 Learners Change Request	Complete	Learnership Module	2025/08/15	0
Nyeleti Mashaba	2025/08/15	Chateau - Learnership Employed - Industry Funded	Complete	QA Module	2025/08/18	3
Nyeleti Mashaba	2025/08/15	Famous Brands - Learnership Unemployed - Industry	Complete	QA Module	2025/08/18	3
Collin Mshayisa	2025/08/18	Claim reversal	Complete	Learnership Module	2025/08/18	0
Collin Mshayisa	2025/08/18	Learners not pulling through for third tranche	Complete	Learnership Module	2025/08/21	3
Mokgadi Moloto	2025/08/18	Learner Reports Query	Complete	Learnership Module	2025/08/21	3
Julia Ratopola	2025/08/18	Denny Mushroom Grant Claim Form 2021 4 learners	Complete	Learnership Module	2025/08/21	3
Nyeleti Mashaba	2025/08/18	In 2 Food Group - Learnership Employed - Industry	Complete	QA Module	2025/08/18	0
Nyeleti Mashaba	2025/08/18	In 2 Food Group - Learnership Employed - Industry	Complete	QA Module	2025/08/20	2
Collin Mshayisa	2025/08/18	Claim reversal	Complete	Learnership Module	2025/08/19	1
Thabiso Sekabate	2025/08/18	In2food Learner Change Request	Complete	Learnership Module	2025/08/19	1
Nyeleti Mashaba	2025/08/19	Pioneer Fishing (West Coast) - Learnership Unemplo	Complete	QA Module	2025/08/20	1
Llewlin Van Zyl	2025/08/19	Provider and Employer Access	Complete	QA Module	2025/08/20	1
Llewlin Van Zyl	2025/08/19	Provider and Employer Access	Complete	QA Module	2025/08/20	1
Nosibusiso Mbatha	2025/08/19	SETMIS RELATED	Complete	Technical	2025/08/20	1
Nyeleti Mashaba	2025/08/19	Woodlands Dairy - Learnership Unemployed - Industr	Complete	QA Module	2025/08/20	1
Thabiso Sekabate	2025/08/19	Block Skills Learners on SETMIS	Complete	Skills Module	2025/08/19	0
Thabiso Sekabate	2025/08/19	Block Skills Learners on SETMIS	Complete	Skills Module	2025/08/19	0
Thabiso Sekabate	2025/08/19	Block Skills Learners on SETMIS	Complete	Skills Module	2025/08/19	0

Logged By	Date Created	Title	Status	Module	Date Complete	Turn Around Time
Collin Mshayisa	2025/08/19	Claim reversal	Complete	Learnership Module	2025/08/26	7
Collin Mshayisa	2025/08/19	Learner not pulling through for completion	Complete	Learnership Module	2025/08/28	9
Nyeleti Mashaba	2025/08/20	Chateau - Learnership Employed - Industry Funded	Complete	QA Module	2025/08/26	6
Nosibusiso Mbatha	2025/08/20	SETMIS RELATED	Complete	Technical	2025/09/02	13
Thabiso Sekabate	2025/08/20	Cape Herb Business Admin Logit	Complete	Learnership Module	2025/08/26	6
Thabiso Sekabate	2025/08/20	Cape Herb Business Admin Logit	Complete	Learnership Module	2025/08/26	6
Mondi Makhubu	2025/08/20	Change of qualification	Complete	Skills Module	2025/08/26	6
Mondi Makhubu	2025/08/21	Merge of details	Complete	Skills Module	2025/09/01	11
Nyeleti Mashaba	2025/08/21	In 2 Food Group - Learnership Employed - Industry	Complete	QA Module	2025/08/26	5
Busisiwe Ngatsane	2025/08/21	Actual training implemented 2025-26 MG	Complete	Skills Module	2025/08/26	5
Llewlin Van Zyl	2025/08/21	Provider and Employer Access	Complete	QA Module	2025/08/26	5
Mondi Makhubu	2025/08/21	Adding a trade	Complete	Skills Module	2025/08/22	1
Nyeleti Mashaba	2025/08/21	DR Oetker SA - Industry Funded	Complete	QA Module	2025/08/26	5
Busisiwe Ngatsane	2025/08/21	Proof of registration signature change	Complete	Skills Module	2025/08/26	5
Zanele Sibanyoni	2025/08/21	Allow coordinator role to upload documents on CRM	Complete	QA Module	2025/08/27	6
Llewlin Van Zyl	2025/08/22	Please see attached for provider and employer acce	Complete	QA Module	2025/08/27	5
Collin Mshayisa	2025/08/22	Claim reversal	Complete	Learnership Module	2025/08/28	6
Collin Mshayisa	2025/08/22	Claim reversal	Complete	Learnership Module	2025/09/01	10
Nyeleti Mashaba	2025/08/22	Foodcorp - Learnership Unemployed - Industry Funde	Complete	QA Module	2025/09/01	10
Nyeleti Mashaba	2025/08/22	In 2 Food Bonaero - Learnership Employed - Industr	Complete	QA Module	2025/08/26	4
Collin Mshayisa	2025/08/25	Claim reversal	Complete	Learnership Module	2025/09/01	7

Logged By	Date Created	Title	Status	Module	Date Complete	Turn Around Time
Thabiso Sekabate	2025/08/25	SIMS Credit Report Log	Complete	Project Module	2025/09/01	7
Thabiso Sekabate	2025/08/25	SIMS Credit Report Log	Complete	Project Module	2025/09/01	7
Adele Van Brakel	2025/08/25	Development _Grant Claim Forms	Complete	QA Module	2025/08/25	0
Adele Van Brakel	2025/08/25	Development _Grant Claim Forms	Complete	QA Module	2025/08/25	0
Adele Van Brakel	2025/08/25	Development _Grant Claim Forms	Complete	QA Module	2025/08/25	0
Nyeleti Mashaba	2025/08/25	Cavalier Foods - Learnership Employed & Unemployed	Complete	QA Module	2025/08/26	1
Nyeleti Mashaba	2025/08/25	Kelpack Manufacturing - Learnership Unemployed - I	Complete	QA Module	2025/08/26	1
Winile Makamo	2025/08/25	Changing date for skills programme	Complete	Skills Module	2025/08/26	1
Winile Makamo	2025/08/25	Changing date for skills programme	Complete	Skills Module	2025/08/26	1
Winile Makamo	2025/08/25	Changing date for skills programme	Complete	Skills Module	2025/08/26	1
Tshepi Ledwaba	2025/08/26	Learner CRM	Complete	QA Module	2025/08/27	1
Julia Ratopola	2025/08/27	Watsons Grant Claim Form	Complete	Learnership Module	2025/09/01	5
Boitshoko Shashape	2025/08/27	Request for disassociating the learner	Complete	Technical	2025/09/02	6
Tshepi Ledwaba	2025/08/27	FBS - Rename Programme Names	Complete	QA Module	2025/08/28	1
Collin Mshayisa	2025/08/27	Claim reversal	Complete	Learnership Module	2025/08/28	1
Llewlin Van Zyl	2025/08/28	Provider and Employer Access	Complete	QA Module	2025/09/01	4
Zanele Sibanyoni	2025/08/29	Opening of funding window for internship and candi	Complete	QA Module	2025/09/01	3
Boitshoko Shashape	2025/08/31	CLAIM GENERATING	Complete	Technical	2025/09/02	2

7.4 Detailed User Report – August 2025 - BC

Issue ID	Logged By	Date Logged	Date Closed	Title	Description	Status	Turn Around Time
131963	Nomusa Maphanga	04/08/2025	04/08/2025	Blanket Purchase Order	Dear Ina Please assist with amending the number of learners from 2 to 3 PB000687	Closed	0

Issue ID	Logged By	Date Logged	Date Closed	Title	Description	Status	Turn Around Time
131964	Nomusa Maphanga	04/08/2025	19/08/2025	Blanket Purchase Order	Dear Ina Please assist, LPSP were able to generate the GCF but on BC the PA002148 (Purchase Agreement Does Not Exist). can you please investigate if we are able to bring back the purchase agreement	Closed	15
131965	Retshepile Ledwaba	12/08/2025	19/08/2025	records on BC (Moderators appointment)	Dear Ina On behalf of Dr. Ntokozo Lwandle. I need urgent help with regard to ways of monitoring turnaround times on moderator processes (steps-RFM-PO-Reporting-payments). I am not sure as I am writing this , but I am triggered to now rethink these processes. However, what I want for now is to get records of when RFM was done and when PO was issued so as to determine if turnaround times was adhered to. I need this as soon as it is convenient on your side.	Closed	7
131966	Thulani Makhathini	19/08/2025	20/08/2025	VELAMFUNDO COMPLIANCE STATUS ON BUSINESS CENTRAL	Dear Sir/Madam May you please assist by investigating as to why Velamfundo is not pulling on Business Central for workplace approval. See the attached SARS compliance screenshot for reference.	Closed	1

Issue ID	Logged By	Date Logged	Date Closed	Title	Description	Status	Turn Around Time
131967	Thulani Makhathini	22/08/2025	22/08/2025	ERROR MESSAGE WHEN CAPTURING PURCHASE ORDER	Dear Sir/Madam I trust you are well this morning, may you please assist us by investigating the issue regarding Zaes Assets Group, when trying to capture the purchase order on Business Central it give me an error message. See the attached screenshot. Kind regards, Thulani Makhathini	Closed	0
131968	Retshepile Ledwaba	27/08/2025	02/09/2025	Unable to pull project ID numbers from BC	Dear Ina, please assist, on SIMS the project ID numbers are no longer pulling, i logged this with SIMS Developers and they advised that i should log with BC, See attached	Closed	6

7.5 Items Logged and Closed – September 2025 - SIMS

Reference Number	Logged By	Date Created	Title	Status	Module	Date Complete	Turn Around Time
FOODBEVSETA/R/003004	Tshepi Ledwaba	2025/06/02	FBS Batch Processing	Complete	Technical	2025/06/17	15
FOODBEVSETA/R/003005	Corie Anderson	2025/06/04	LADISMITH POEIER MAATSKAPPY EDMS BPK - L380750515	Complete	Project Module	2025/06/05	1
FOODBEVSETA/R/003006	Tshepi Ledwaba	2025/06/04	FBS WSP Data dump Query	Complete	Skills Module	2025/06/17	13
FOODBEVSETA/R/003007	Bigfish Mashau	2025/06/04	Learners registration	Complete	QA Module	2025/06/13	9
FOODBEVSETA/R/003008	Bigfish Mashau	2025/06/04	Learners registration	Complete	QA Module	2025/06/10	6
FOODBEVSETA/R/003009	Thabiso Sekabate	2025/06/05	Union Skills Programme Logit	Complete	Skills Module	2025/06/10	5
FOODBEVSETA/R/003010	Thabiso Sekabate	2025/06/05	Union Skills Programme Logit	Complete	Skills Module	2025/06/05	0
FOODBEVSETA/R/003011	Thabiso Sekabate	2025/06/05	Union Skills Programme Logit	Complete	Skills Module	2025/06/05	0
FOODBEVSETA/R/003012	Nyeleti Mashaba	2025/06/05	Heineken SA - Skills Programme Employed	Complete	QA Module	2025/06/09	4

Reference Number	Logged By	Date Created	Title	Status	Module	Date Complete	Turn Around Time
FOODBEVSETA/R/003013	Nyeleti Mashaba	2025/06/05	Heineken SA - Skills Programme Employed	Complete	QA Module	2025/06/05	0
FOODBEVSETA/R/003014	Nomusa Maphanga	2025/06/05	2025/2026 Projects	Complete	QA Module	2025/06/05	0
FOODBEVSETA/R/003015	Nomusa Maphanga	2025/06/05	2025/2026 Projects	Complete	QA Module	2025/06/05	0
FOODBEVSETA/R/003016	Julia Ratopola	2025/06/06	MCCAIN L350736460 Grant Claim Form	Complete	Learnership Module	2025/07/01	25
FOODBEVSETA/R/003017	Collin Mshayisa	2025/06/09	Claim reversal	Complete	Learnership Module	2025/06/17	8
FOODBEVSETA/R/003018	Nyeleti Mashaba	2025/06/09	NokushoM - Skills Programme Unemployed	Complete	QA Module	2025/06/11	2
FOODBEVSETA/R/003019	Thabiso Sekabate	2025/06/09	Rhodes Learners Logit SAICA Qual	Complete	Learnership Module	2025/06/18	9
FOODBEVSETA/R/003020	Thabiso Sekabate	2025/06/09	Rhodes Learners Logit SAICA Qual	Complete	Learnership Module	2025/06/10	1
FOODBEVSETA/R/003021	Nyeleti Mashaba	2025/06/09	Rhodes	Complete	QA Module	2025/06/11	2
FOODBEVSETA/R/003022	Thabiso Sekabate	2025/06/09	Khumbudzo Maphiri Logit	Complete	Learnership Module	2025/06/18	9
FOODBEVSETA/R/003023	Thabiso Sekabate	2025/06/09	Khumbudzo Maphiri Logit	Complete	Learnership Module	2025/06/10	1
FOODBEVSETA/R/003024	Thabiso Sekabate	2025/06/09	West Point Logit	Complete	Learnership Module	2025/06/18	9
FOODBEVSETA/R/003025	Thabiso Sekabate	2025/06/09	West Point Logit	Complete	Learnership Module	2025/06/10	1
FOODBEVSETA/R/003026	Nyeleti Mashaba	2025/06/10	New Era Chickens - Access Form	Complete	QA Module	2025/06/18	8
FOODBEVSETA/R/003027	Boitshoko Shashape	2025/06/10	Back Date registration Date	Complete	Technical	2025/06/10	0
FOODBEVSETA/R/003028	Collin Mshayisa	2025/06/11	Claim reversal	Complete	Learnership Module	2025/06/11	0
FOODBEVSETA/R/003029	Nyeleti Mashaba	2025/06/11	Premier FMCG - Incorrect ID Number	Complete	QA Module	2025/06/11	0
FOODBEVSETA/R/003030	Thabiso Sekabate	2025/06/11	Africa Skills Logit Learners	Complete	Learnership Module	2025/06/18	7
FOODBEVSETA/R/003031	Thabiso Sekabate	2025/06/11	Africa Skills Logit Learners	Complete	Learnership Module	2025/06/18	7
FOODBEVSETA/R/003032	Julia Ratopola	2025/06/12	Denny Mushroom L460792841 8 learners	Complete	Learnership Module	2025/06/18	6
FOODBEVSETA/R/003033	Kagiso Mojela	2025/06/12	Banking details delete request	Complete	Skills Module	2025/06/18	6

Reference Number	Logged By	Date Created	Title	Status	Module	Date Complete	Turn Around Time
FOODBEVSETA/R/003034	Kagiso Mojela	2025/06/12	Banking details delete request	Complete	Skills Module	2025/06/18	6
FOODBEVSETA/R/003035	Mondi Makhubu	2025/06/12	Add User on SIMS	Complete	Skills Module	2025/06/18	6
FOODBEVSETA/R/003036	Nyeleti Mashaba	2025/06/12	Suid Kaap - Learnership Unemployed - Industry Fund	Complete	QA Module	2025/06/18	6
FOODBEVSETA/R/003037	Thabiso Sekabate	2025/06/13	Mrs Garlic Logit Learner	Complete	Learnership Module	2025/06/18	5
FOODBEVSETA/R/003038	Thabiso Sekabate	2025/06/13	Mrs Garlic Logit Learner	Complete	Learnership Module	2025/06/18	5
FOODBEVSETA/R/003039	Thabiso Sekabate	2025/06/17	Botha Learner Logit	Complete	Learnership Module	2025/06/17	0
FOODBEVSETA/R/003040	Ntokozo Shezi	2025/06/17	certificate issue	Complete	Learnership Module	2025/06/27	10
FOODBEVSETA/R/003041	Ntokozo Shezi	2025/06/17	SOR Registration number	Complete	Learnership Module	2025/06/27	10
FOODBEVSETA/R/003042	Tshepi Ledwaba	2025/06/17	FBS - Development	Queued For Action	QA Module		
FOODBEVSETA/R/003043	Thabang Madihlaba	2025/06/18	Change skills Programme Title name.	Complete	QA Module	2025/06/18	0
FOODBEVSETA/R/003044	Tshepi Ledwaba	2025/06/18	FBS - Unable to process Work Experience batches	Complete	QA Module	2025/07/02	14
FOODBEVSETA/R/003045	Tshepi Ledwaba	2025/06/18	FBS - Unable to process Work Experience batches	Complete	QA Module	2025/06/18	0
FOODBEVSETA/R/003046	Nosibusiso Mbatha	2025/06/19	SETMIS RELATED	Complete	Technical	2025/06/19	0
FOODBEVSETA/R/003047	Mashoro Malapela	2025/06/19	Reinsate learner status	Complete	Learnership Module	2025/06/19	0
FOODBEVSETA/R/003048	Japhta Selwene	2025/06/19	Sea Harvest - Health and Safety Skills Programme S	Complete	QA Module	2025/06/25	6
FOODBEVSETA/R/003049	Mashoro Malapela	2025/06/19	AET Status	Complete	Learnership Module	2025/06/19	0
FOODBEVSETA/R/003050	Nomusa Maphanga	2025/06/19	Grant SET issues	Complete	Project Module	2025/07/01	12
FOODBEVSETA/R/003051	Nosibusiso Mbatha	2025/06/19	SETMIS RELATED	Complete	Technical	2025/07/02	13
FOODBEVSETA/R/003052	Mashoro Malapela	2025/06/19	Learner Status Amber Macs	Complete	Learnership Module	2025/06/19	0
FOODBEVSETA/R/003053	Mashoro Malapela	2025/06/19	Learner status	Complete	Learnership Module	2025/06/19	0

Reference Number	Logged By	Date Created	Title	Status	Module	Date Complete	Turn Around Time
FOODBEVSETA/R/003054	Mashoro Malapela	2025/06/19	Association to Grants	Complete	Learnership Module	2025/06/25	6
FOODBEVSETA/R/003055	Mashoro Malapela	2025/06/19	Grant association	Complete	Learnership Module	2025/06/19	0
FOODBEVSETA/R/003056	Llewlin Van Zyl	2025/06/19	Provider Access	Complete	QA Module	2025/06/19	0
FOODBEVSETA/R/003057	Nyeleti Mashaba	2025/06/19	Nestle SA - Learnership Unemployed - Industry Fund	Complete	QA Module	2025/06/25	6
FOODBEVSETA/R/003058	Nyeleti Mashaba	2025/06/19	Tekweni Foods - Learnership Employed - SETA Funded	Complete	QA Module	2025/06/25	6
FOODBEVSETA/R/003059	Llewlin Van Zyl	2025/06/20	Provider Access	Complete	QA Module	2025/07/01	11
FOODBEVSETA/R/003060	Nosibusiso Mbatha	2025/06/23	SETMIS RELATED	Complete	Technical	2025/06/26	3
FOODBEVSETA/R/003061	Thabang Madihlaba	2025/06/24	Change learners status to Registered	Complete	QA Module	2025/07/01	7
FOODBEVSETA/R/003062	Busisiwe Ngatsane	2025/06/25	WSP/ATR SIZE ERROR	Complete	Skills Module	2025/07/02	7
FOODBEVSETA/R/003063	Thabang Madihlaba	2025/06/25	09SP001076 COVID -19 VACCINATION AWARENESS & OHS T	Complete	QA Module	2025/07/02	7
FOODBEVSETA/R/003064	Nyeleti Mashaba	2025/06/25	Clover SA	Complete	QA Module	2025/06/27	2
FOODBEVSETA/R/003065	Nyeleti Mashaba	2025/06/25	Lactalis - Parmalat	Complete	QA Module	2025/06/25	0
FOODBEVSETA/R/003066	Nyeleti Mashaba	2025/06/25	Gaanbaai Marine - Learnership Employed - Reinstate	Complete	QA Module	2025/06/25	0
FOODBEVSETA/R/003067	Boitshoko Shashape	2025/06/25	Bulk Associate	Complete	Technical	2025/07/02	7
FOODBEVSETA/R/003068	Boitshoko Shashape	2025/06/25	Bulk Associate	Complete	Technical	2025/07/02	7
FOODBEVSETA/R/003069	Boitshoko Shashape	2025/06/25	Bulk Associate	Complete	Technical	2025/07/02	7
FOODBEVSETA/R/003070	Collin Mshayisa	2025/06/27	Qualification change	Complete	Learnership Module	2025/07/02	5
FOODBEVSETA/R/003071	Llewlin Van Zyl	2025/06/27	Provider Access	Complete	QA Module	2025/07/02	5
FOODBEVSETA/R/003072	Ntokozo Shezi	2025/06/27	SOR Registration number	Complete	Learnership Module	2025/07/01	4
FOODBEVSETA/R/003073	Thabiso Sekabate	2025/06/27	Tony Amaro Learner Logit	Complete	Learnership Module	2025/07/02	5
FOODBEVSETA/R/003074	Nyeleti Mashaba	2025/06/27	Sasko Bloemfontein Bakery - Skills Programme	Complete	QA Module	2025/07/07	10
FOODBEVSETA/R/003075	Nyeleti Mashaba	2025/06/27	Pioneer Voedsel - Skills Programme	Complete	QA Module	2025/07/07	10

Reference Number	Logged By	Date Created	Title	Status	Module	Date Complete	Turn Around Time
FOODBEVSETA/R/003076	Collin Mshayisa	2025/06/27	Batch number not generating	Complete	Learnership Module	2025/07/01	4
FOODBEVSETA/R/003077	Collin Mshayisa	2025/06/27	Batch number not generating	Complete	Learnership Module	2025/07/02	5
FOODBEVSETA/R/003078	Collin Mshayisa	2025/06/27	Batch number not generating	Complete	Learnership Module	2025/07/02	5
FOODBEVSETA/R/003079	Collin Mshayisa	2025/06/27	Batch number not generating	Complete	Learnership Module	2025/07/02	5
FOODBEVSETA/R/003080	Collin Mshayisa	2025/06/27	Batch number not generating	Complete	Learnership Module	2025/07/02	5
FOODBEVSETA/R/003081	Collin Mshayisa	2025/06/27	Batch number not generating	Complete	Learnership Module	2025/07/02	5
FOODBEVSETA/R/003082	Gcobani Gqangeni	2025/06/29	Request for reversal of learner status from termination	Complete	QA Module	2025/07/09	10
FOODBEVSETA/R/003083	Thabang Madihlaba	2025/06/30	Change learner status to Registered	Complete	QA Module	2025/07/08	8
FOODBEVSETA/R/003084	Collin Mshayisa	2025/06/30	Completion retraction	Complete	Learnership Module	2025/07/03	3
FOODBEVSETA/R/003085	Julia Ratopola	2025/06/30	Grant Claim Form Watsons L100706623 9 Employed lea	Complete	Learnership Module	2025/07/01	1
FOODBEVSETA/R/003086	Collin Mshayisa	2025/06/30	Claim reversal	Complete	Learnership Module	2025/06/30	0

7.6 Detailed User Report – September 2025 - BC

Issue ID	Logged By	Date Logged	Date Closed	Title	Description	Status	Call Owner	Turn Around Time
131969	Retshepile Ledwaba	03/09/2025	03/09/2025	Unable to pull Vendors on SIMS	Hi Ina, SIMS users are unable to find some of their vendors under Grant setup, please use below examples to check if they are linked to the Project ID FBPROJ000516. L520817851 L400717205	Closed	Ina Botha	0
131970	Phumlani Dladla	09/09/2025	15/09/2025	Help to investigate weird entries	Please help to investigate some weird entries that that we cannot follow on BC.	Closed	Ina Botha	6
131971	Nomusa Maphanga	17/09/2025	19/09/2025	Blanket Purchase Order	Dear Ina please assist with amending the contract (PB001517) Learners from 16 to 20	Closed	Ina Botha	2
131972	Nomusa Maphanga	17/09/2025		PO	Dear Ina please assist with reversing the P009716 Å · NESTLE SOUTH AFRICA PTY LTD because the learner is linked with Bravo Foods not Nestle. The Batch was for Bravo but once approve the PO created was for Nestle.	Logged		
131973	Nomusa Maphanga	18/09/2025	19/09/2025	blanket order	Dear Ina please assist with amending the contract (PB000295) Learners from 55 to 70	Closed	Ina Botha	1
131974	Retshepile Ledwaba	22/09/2025	29/09/2025	Unable to approve WSPs on SIMS	Dear Ina, Please see attached list of companies that the FBS senior manager could not approve their WSPs for and advise on way forward	Closed	Ina Botha	7
131975	Retshepile Ledwaba	23/09/2025	29 09 2025	FBS - Audit Request	Dear Ina, May you kindly refer to the attached Info requested by FBS auditors on BC system. We would appreciate it if the info can be by Thur latest COB. regards,	Closed	Ina Botha	6

Issue ID	Logged By	Date Logged	Date Closed	Title	Description	Status	Call Owner	Turn Around Time
131976	Nomusa Maphanga	25/09/2025	29/09/2025	Blanket Purchase Order	Dear Ina please assist with amending the contract (PA003495) Learners from 64.8 to 100	Closed	Ina Botha	4
131977	Mokgadi Moloto	29/09/2025	29/09/2025	Vendor 019393	Not able to see or access Vendor 019393 - Ocacilr Fire Services. The Vantor had transactions on it. It looks like the vendor was erroneously deleted.	Closed	Ina Botha	0
131978	Mokgadi Moloto	29/09/2025	29/09/2025	Vendor 019393	Not able to see or access Vendor 019393 - Ocacilr Fire Services. The Vantor had transactions on it. It looks like the vendor was erroneously deleted.	Closed	Ina Botha	0
131979	Nomusa Maphanga	29/09/2025	29/09/2025	Blanket Purchase order	Dear Ina please assist with amending the contract (PB000895 - COCA-COLA BEVERAGES SOUTH AFRICA PTY LTD) from 10 Learners to 38	Closed	Ina Botha	0

7.7 Helpdesk Summary - SIMS

Status	No of Logs
Awaiting Feedback - Client	0
Complete	361
Awaiting Feedback Consultant	0
Logged	0
Queued For Action	2
Grand Total	363

7.8 Logit Summary - BC

Status	No of Logs
Logged	0
In progress	0
Closed	23
Grand Total	23